

LUXE Bidet®

NEO110™, NEO120™, NEO180™, & NEO185™

TROUBLESHOOTING

For additional troubleshooting tips, please visit our FAQs page at www.LuxeBidet.com.

After installing the bidet, the toilet seat sits at an angle and no longer rests on the toilet bowl.
Apply adhesive rubber bumpers to the bottom of the seat to eliminate the gap. Bumpers are available for purchase at www.LuxeBidet.com/accessories.

When the bidet is on, no water comes out of the spray nozzle.

Solution 1: Gently pump the nozzle up and down by hand. It may simply be stuck.

Solution 2: If you have the Neo 120 or 185 model, you must point the bottom knob to "Wash" and turn the water pressure knob clockwise to activate the bidet. If you have the Neo 180 model, point the bottom knob to "Wash" and lift the water pressure lever up to activate.

Solution 3: Check that the t-adapter has been tightened all the way so water can flow through it. If you continue to have problems, please contact us.

The nozzle(s) are spraying off-center or to the side.

Solution 1: It is possible that the nozzle holes are not facing forward properly. You can adjust the nozzle(s) to point forward by turning it manually. First, open the guard gate. Fully retract the nozzle and turn the nozzle counterclockwise until the holes are facing forward.

Solution 2: Try to rotate the bidet clockwise or counterclockwise just a few degrees by pushing the panel to the back or pulling the panel to the front. It may be that the bidet is not installed completely straight.

Water is spraying straight down into the toilet and is not coming up as a spray.

It is possible that the nozzle cap, a small round piece that screws at the end of the nozzle, may have fallen off into the toilet. Replacement nozzle caps can be purchased from our website. It is easily screwed back on to the bottom of the nozzle.

Water is leaking from a connection.

Solution 1: Try reconnecting the t-adapter to ensure that all threads are catching properly and that the connection is properly tightened.

Solution 2: If you have difficulty properly tightening the t-adapter to your toilet tank connection, try wrapping a thin layer of plumbing tape over the toilet tank threads before connecting the t-adapter. The plumbing tape will allow for added grip.

Solution 3: If you continue to experience leaking or dripping from the t-adapter or any other part of the bidet, please contact us.

The water flow from the bidet is too strong.

Water pressure can vary within different households, and it may be that the water pressure from your water supply is very high. We recommend installing a Luxe Metal T-adapter with Shut-Off Valve, which can be installed in place of the plastic t-adapter. This t-adapter has a shut-off valve which will allow you to adjust the strength of the water flow to the bidet. You can purchase this part at www.LuxeBidet.com/accessories.

The bidet does not fit the toilet

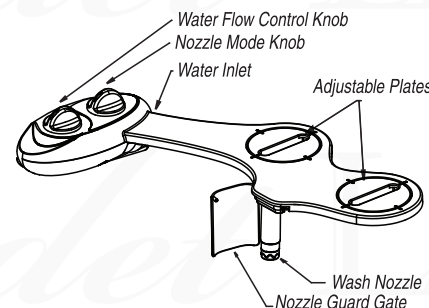
The fit will depend on the exact dimensions and shape of the toilet. You will want to measure your toilet according to the dimensions given in the diagram at the top www.LuxeBidet.com/faqs. The chart lists the minimum and maximum dimensions necessary for installing the bidet.

LUXE Bidet®

Assembly Instructions

NAMES AND FUNCTIONS OF PARTS

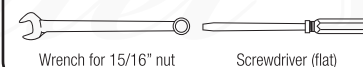
*Please note: illustrations may vary depending on the model



Installation Tools Included

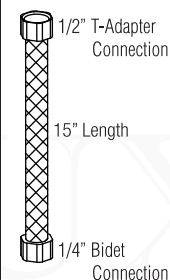


Installation Tools You May Need

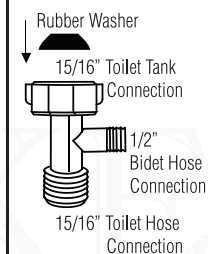


PARTS

Flexible Metal Braided Hose



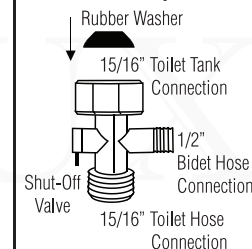
Plastic T-Adapter



OPTIONAL ACCESSORY

Available for purchase at www.LuxeBidet.com/accessories

Metal T-Adapter with Shut-Off Valve



This metal t-adapter has a shut-off valve to limit or cut off cold water to the bidet. It can be used instead of the plastic t-adapter for the cold water connection.

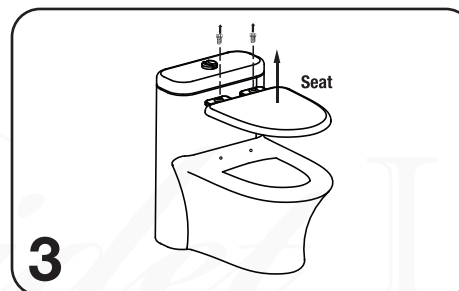
1 **Important - Do this Before Installation!**
Locate your Bidet ID and write it down below.

Bidet ID: _____

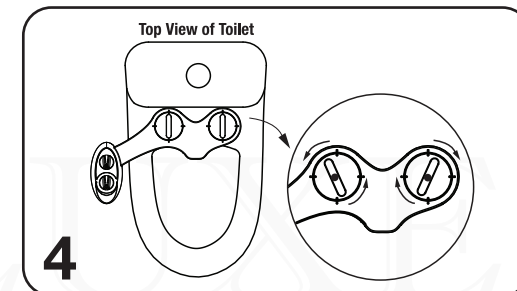
The Bidet ID is on the bottom of the bidet's control panel.

The Bidet ID is required to register your bidet for a 2-year extended warranty.

2 Shut off the toilet water supply. Flush the toilet to empty the tank.



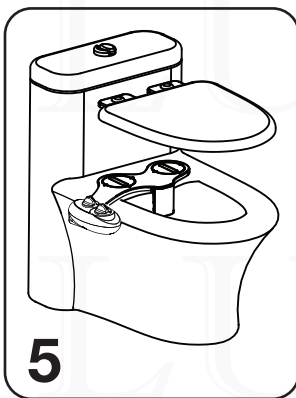
Remove the seat by unscrewing the toilet seat bolts from the hinges.



Place the bidet on the toilet. The plates may be adjusted depending on where the two holes on the back of the toilet are.

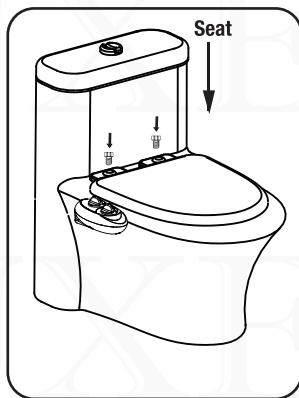
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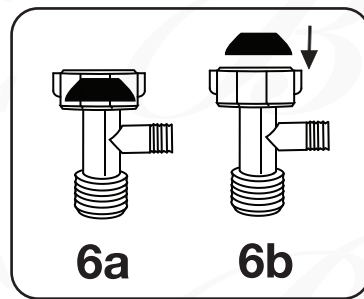


5

The bidet should now be aligned with the coupling holes.



Screw the seat back on to the bidet and the toilet.



6a

6b

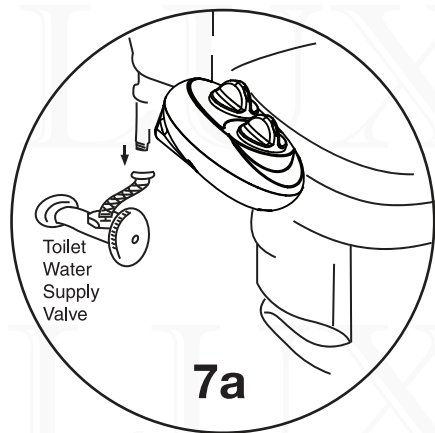
6a: Make sure that there is a black rubber washer inserted at the top of the t-adapter.
6b: If it is not already there, insert it as shown in figure 6b.

7 Connecting the Water Supply

7a: Make sure you have shut off the toilet tank water supply and flushed the toilet to empty the tank. Disconnect the water connection from the tank.

7b: Connect the plastic t-adapter to the water supply as shown in figure 7b.

The top of the t-adapter connects to the water tank



7a

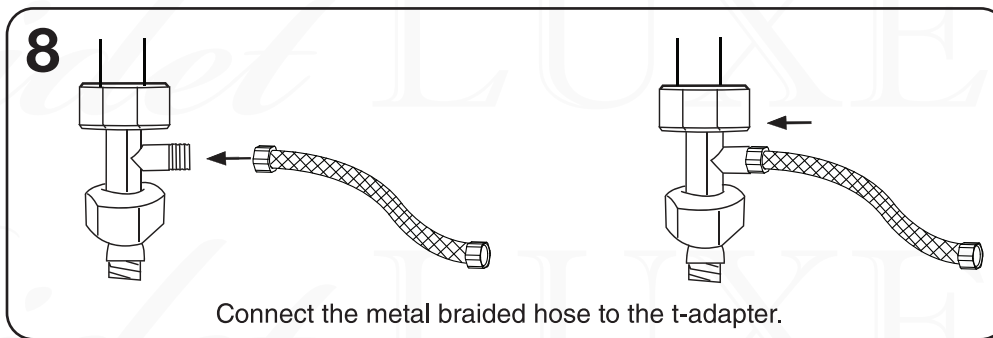


7b

Tip: Do not use excessive force while tightening the connection. Hand tighten then use a wrench to gently tighten one quarter or a half-turn more.

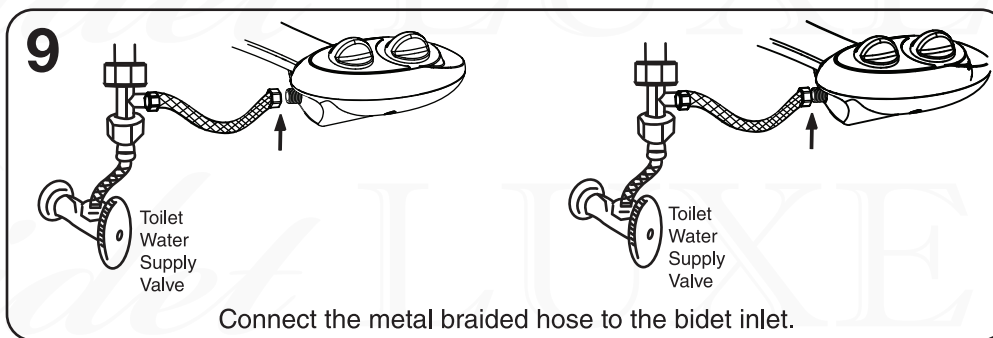
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Assembly Instructions



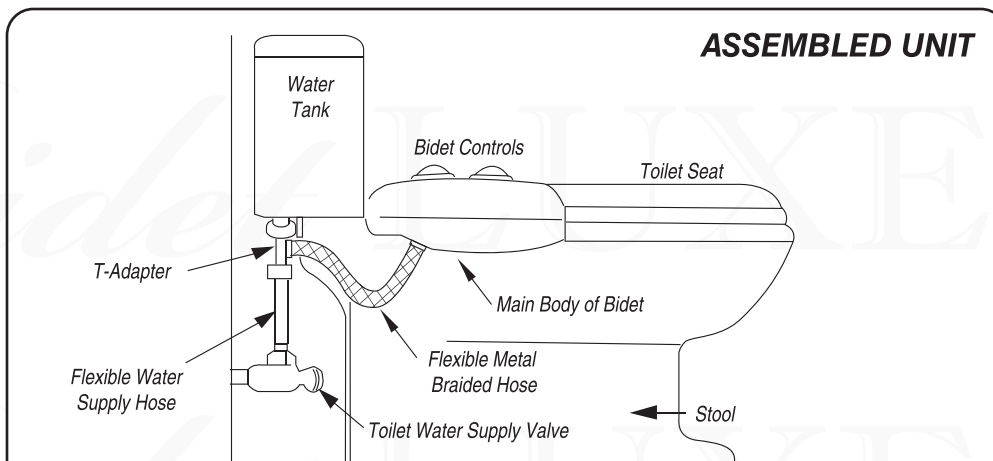
8

Connect the metal braided hose to the t-adapter.



9

Connect the metal braided hose to the bidet inlet.



ASSEMBLED UNIT

TRYING YOUR BIDET FOR THE FIRST TIME

Congratulations! You are ready to use the LuxeBidet for the first time. Gently turn the water pressure control knob to reach your desired spray pressure. The control only regulates water pressure, not the duration of the spray.

The working pressure of this product is 50±20 psi